When the initial call is received, the Help Desk staff determines the nature of the call, and in many cases, resolve the user's problem immediately. Our problem determination and resolution process includes specific escalation procedures to ensure that critical problems receive the appropriate level of attention. When possible, remote diagnosis and maintenance services are used to resolve the problem. In other cases, on-site support may be required. For example, when hardware related problems are reported, the Help Desk can dispatch a service center engineer or the responsible hardware vendor to fix the problem in person.

As mentioned above, GECITS has defined a process for handling the escalation of the customer problems. As the length and/or severity of a given problem escalates, GECITS will call on additional resources to resolve the problem. The escalation process involves the GECITS manager, operations management, and external service partners to ensure that all available resources are properly used in the resolution of a problem. Should a customer situation dictate that the escalation process be invoked, service delivery management is immediately notified.

Problems will be assigned one of the four severity level codes (Severity 1 being the highest severity; Severity 4 being the lowest severity), depending on the impact on the customer operations. These severity level codes will indicate the speed at which the problem needs to be resolved, the amount of resources needed, and the level of service that needs to be involved. Please note that these levels can be impacted by customer request (i.e., a printer down is a Severity 2 call, but can be escalated to a Severity 1 if the customer states it is a critical printer, such as a printer used for payroll checks).

**Severity 1**

This is defined as a situation in which multiple users are down. This would include WAN down, LAN down, servers, hubs, and related issues.

The timeframe on this level is 15 minutes to first response. Response is defined as first reply to page or first successful attempt to hand off a call to a service provider. If there is no response to page or to the "warm" hand off after 15 minutes, the first escalation is to the designated service provider on the customer supplied escalation list.

If there is no response in an additional 15 minutes, the second escalation is to the next named service provider on the customer supplied escalation list. If an additional 15 minutes has passed and there has been no action, the call should be immediately escalated to the Service Manager.

At the end of one hour, there should be an ETA for repair or a backup plan. At this time, if no ETA is scheduled within four hours from original response and/or there is no acceptable backup plan scheduled within this time frame, the Service Delivery Manager should be notified with the appropriate information.

GECITS will monitor the call every hour until resolution of the problem or until an ETA or backup plan is established that is mutually acceptable to all parties. Call monitoring consists of:

- Service provider calling with status
- Checking electronic problem management tool for update
- GECITS calling the service provider for an update if neither 1 nor 2 above is successful

Once a mutually acceptable resolution or backup plan has been established, monitoring can be suspended until the ETA has been reached. At that time, monitoring and escalation will resume. Please note that in all cases where an ETA is missed, the customer will be called.

## Severity

This is defined as a situation in which multiple users are affected. This would include non-down WAN issues, non-down LAN issues, or applications not available. It implies that users can function, but cannot fully accomplish some part of their job. A single user down is a Severity 2 call. A printer down is a Severity 2 call.

The timeframe on this level is 30 minutes to first response. Response is defined as first reply to page or first successful attempt to hand off a call to a service provider. If there is no response to page or to the "warm" hand off after 30 minutes, the first escalation is to the initial service provider named on the customer supplied escalation list.

If there is no response in an additional 30 minutes, the second escalation is to the next service provider on the customer supplied escalation list. If an additional 30 minutes has passed and there has been no action, the call should be immediately escalated to the service manager. The service provider should provide updates to GECITS every 30 minutes.

At the end of two hours, there should be an ETA for repair or a backup plan. At this time, if no ETA is scheduled within four hours from original response, and/or there is no acceptable backup plan scheduled within this time frame, the service manager should be notified with the appropriate information.

GECITS will monitor the call every two hours until resolution of the problem or until an ETA or backup plan is established that is mutually acceptable to all parties. Monitoring consists of

- Service provider calling with status
- Checking electronic problem management tools for update
- GECITS calling the service provider for update if neither 1 nor 2 is successful

Once a mutually acceptable resolution or backup plan has been established, monitoring can be suspended until the ETA has been reached. At that time, monitoring and escalation resumes as above. Please note that in all cases where an ETA is missed, the customer will be called.

## Severity 3

This is defined as a situation in which a single user is affected, but still has some functionality.

The timeframe on this level is four hours to first response. Response is defined as first reply to page or first successful attempt to hand off a call to a service provider. All Severity 4 calls have an expectation that service should be restored by the end of the next 48 hours.

All incidents listed as Severity 4 should be monitored every 24 hours until an acceptable ETA is established. Once this is accomplished, the next monitor frame should be when the ETA is scheduled. At this time, we begin to monitor based on the new ETA. Please note that in all cases where an ETA is missed, the customer will be called.

## Severity 4

This is a scheduled event such as a request for service, a system enhancement, or a planned project.

On Severity 4 issues, we anticipate receiving an ETA within 24 hours and do not need to monitor until ETA is scheduled. We will verify with the customer that the scheduled ETA is acceptable. In the event of a missed ETA, we will contact the customer and verify the situation.

GECITS offers a comprehensive level of network management and administration services. Serving as the first point of contact, we can offer our customers a proactive approach to user support for networked equipment (including servers, printers, and software) combined with network support that focuses on continuous improvement to maximize productivity.

## Continuous Monitoring

Continuous monitoring is a key component of GECITS' service offering. By providing continuous monitoring as an additional offering, GECITS' solution **exceeds the** minimum/mandatory RFP requirements. Continuous monitoring allows us to maintain a high level of network performance and delivecost-effective solutions to our customers.

GECITS' successful experience in managing and monitoring network infrastructures includes Novell, Microsoft, Sun, HP, and IBM operating systems, as well as Cisco networking environments. When local

intemetworking management is required, we offer software, equipment, and configurations that allow for network status, intrusion detection, and system availability down to the local server level. We also offer virus management, Internet usage tracing, spam filtering, and e-mail monitoring as optional services.

For our customers who choose continuous monitoring services, GECITS uses an appropriate network monitoring tool set that may include HP9000 systems running HP/UX with the HP Openview Network Management System and various element managers such as:

- Node Manager for Novell
- Optivity, Site Manager
- Visual Networks
- CiscoWorks

HP Openview is the cornerstone of our monitoring services. A dedicated link to a firewall is the transport method for data collection. For in-band monitoring, we perform fault detection and problem diagnostics through embedded Simple Network Management Protocol (SNMP) agents resident in the devices to be monitored. Other software that facilitates monitoring various

platforms includes Microsoft System Management Servers, PC Anywhere 32, and Compaq Insight Manager.

As previously mentioned, we provide remote network management and monitoring services through the GECITS Intellicenter facility located in Erlanger, Kentucky. This facility provides a complete monitoring center equipped to support the full range of network management and monitoring services. These services include:

- Fault Notification Service. This service includes the following:
  - Notify – A notification process in which the customer can be notified in a pro-active approach to possible network situations prior to infrastructure complications.
  - Exception Report System – A daily, weekly, or monthly reporting system, which logs fault information and provides data logs to the customer as situations are recorded.
- Proactive Threshold Monitoring Services. This includes the following:
  - SNMP/RMON Event Based Lining and Alarming– The ability to monitor and pro-actively alert proper IT personnel to potential situations as defined by customer specifications and/or infrastructure bandwidth capabilities that would allow adequate time to re-direct or reconfigure network traffic.
- Consulting Level Analysis. This includes the following:
  - Apply High-Level Network Expertise – To assist in the potential design analysis and provide historical information for any adjustments in the current network infrastructure, and to maintain a set standard in performance for the customer or end user.
  - Recommendations to Optimize a Network – The ability to review historical logging of existing network traffic and bandwidth situations to recommend optimal network reconfiguration or upgrades.
  - Recommendations to Manage Network Costs – The expertise of our engineers and the use of the network planning questionnaire gives us the ability to investigate the various avenues available to expand or upgrade the existing network infrastructure, while at the same time respecting customer budgets or physical constraints.

GECITS can install monitoring equipment that is appropriate for a customer's needs from security to traffic monitoring to log on information. We can gather data remotely, or log it in specific areas in the network for review at a later date. We can then utilize historical data to identify problem situations and plan for the proper resolution as needed. We can configure monitoring applications to notify key individuals when situations may warrant intervention from the IT staff.

In addition, several other areas can be addressed through network monitoring. These areas include, but are not limited to:

- Remote Diagnosis – The ability to remotely diagnose a situation from our offsite facility in Erlanger, Kentucky and remotely adjust for the situation.
- Monthly and Quarterly Reporting – Event logs are continually processed through our monitoring service to be utilized by the customer and our systems engineers for evaluation and analysis.
- Maintenance Scheduling of Application and Operating Software – As existing application software is upgraded or software patches are provided by the manufacturers, we schedule specific times for the upgrades to be completed, and in turn, schedule server down time.
- Disaster Limitation and Recovery Planning – With the expertise that our engineers have in the area of disaster recovery, a model can be given to the customer to help minimize adverse situations and to properly plan for an expedited recovery in the case of varying types of unforeseen disasters.
- Internetworking and Systems Audit – Utilizing event logs and network auditing software tools, an audit of the existing network infrastructure can be analyzed and recommendations put forth to the customer for intemehvorking design and/or configuration changes.
- Co-termination of Maintenance Contracts for Hardware and Software – The need to understand and maintain maintenance contracts for several systems or software applications in the network infrastructure is vital in an effort to maintain the operating level the customer expects. By the co-termination of existing systems and software, as well as any added components to the infrastructure, the customer has a proactive role in understanding possible extensions of maintenance

contracts for mission critical components, and the elimination of dated systems or applications, as they are associated with any type of maintenance contract.

- Security Assessment and Analysis– GECITS has pre-designed security offerings that allow the customer to understand their internal and external network infrastructure security requirements, and to protect themselves once these security risks are exposed.
- Internet Management for Remote and VPN Solutions– GECITS has the ability, through the GECITS Intellicenter, to monitor Virtual Private Network solutions, as well as remote offices, remotely through the use of the Internet and monitoring applications. This will provide the customer with the ability to adjust for possible bottlenecks or traffic problems that could hamper end users from connecting to and utilizing the internal network infrastructure.

GECITS network management and administration services are designed to remove the burden of monitoring and maintaining the network infrastructure from the customer. This enables our customers to be more productive by focusing on their core competencies and primary business functions. By outsourcing network management tasks, our customers drive down costs, improve operating efficiencies, gain accountability, and increase end user satisfaction.

# G4. Network Troubleshooting

**In responding to the RFP, the supplier must provide a narrative response describing Network Trouble Shooting diagnostic services both onsite and remote. These services must include, at a minimum:**

- **Identifying problems**
- **Correcting problems**

**Prices for these services will be based on an hourly rate as described in Section VII, Cost. Prices are to be included in the designated tables in Section VII, Cost and are to be provided with the Final Proposal only. Follow format instructions for sealing costs as specified in Section VIII.**

*GECITS' network troubleshooting services will benefit the State by providing minimal down time through rapid and efficient troubleshooting.*

In this section, GECITS provides a narrative response that describes our network troubleshooting diagnostic services, both on-site and remote. To describe these services, and address the requirements specified in RFPSection VI, Requirement G4 above, we have organized our response according to the following headings:

- Introduction
- Remote Network Troubleshooting
- On-Site Network Troubleshooting
- Problem Identification and Correction

## Introduction

GECITS will provide remote and on-site network troubleshooting diagnostic services that will include both identifying and correcting problems. In the following subsections, we discuss remote network troubleshooting, on-site network troubleshooting, and our problem identification and correction activities.

## Remote Network Troubleshooting

The GECITS Intellicenter has the ability to monitor, diagnose, and provide pro-active, remote network monitoring and situation analysis. This service requires the client to install a qualified connection, such as a dedicated frame relay or T1 line into the customer's site and appropriate security software to utilize in remote diagnostics and troubleshooting, as well as network logging. The types of services provided include:

- Problem Analysis – The ability to recognize a situation, analyze the data gathered, and base decisions from this date, as well as on current and future needs to resolve or prevent the situation from appearing in the future.
- Data and System Recovery – With all logging information and customer specifications, GECITS can develop an infrastructure that will support off-site data backups, as well as system redundancy for a quick recovery of information in the event of a disaster located at the customer site.
- Software Patches and Upgrades – With remote management, GECITS has the ability to "push" software upgrades and patches to the customer site once upgrades are made available for the customer's applications or hardware. If the upgrade or patch cannot be installed remotely, we walk the customer contact through the steps necessary to complete the installation. This maintains the customer's technology at the level specified by each vendor.
- System and Network Configuration and Performance Tuning – Through the utilization of all logging data gathered from the customer site, decisions can be made and suggested to the customer to allow for better bandwidth allocation, network traffic flow, and for system performance based on the types of network design and applications that the customer or end user utilizes.

## On-Site Network Troubleshooting

On-site troubleshooting depends on the type of service agreement the customer has selected to obtain field service for on-site hardware and software. In some cases, the customer may have warrantees or hardware/software maintenance contracts with a third-party vendor. Whether the customer calls GECITS or the third-party vendor depends on the level of service agreement

purchased, and the systems involved. If GECITS is providing network management services, we will take responsibility for resolution of the problem including the coordination of on-site services.

Once the call is logged, a trouble ticket number will be given to the customer for continued reference until the situation is resolved. This ticket number will be routed to the appropriate service center, engineer, or third-party vendor. Depending on the products that are involved, additional information may be required such as serial numbers, customer IDs, handle or CHIP numbers, or other information.

The service center or engineer will contact the customer and try to resolve the problem remotely over the phone. If the customer has network management software installed on-site, and the availability to access the internal network where the problem exists, the engineer will attempt to troubleshoot and correct the problem remotely. If the problem cannot be resolved over the phone by the engineer or service center (depending on the maintenance contract purchased for the equipment or software), a field service call to the customer site will be arranged.

At this time, the on-site engineer will identify and correct the problem through the use of network troubleshooting techniques and/or through the use of network analysis tools. If it is a hardware issue, depending on appropriate warranty and/or maintenance contracts, the appropriate hardware will be issued and installed in the time frame stated in the support contract.

GECITS engineers are supplied with the most current network analysis technology, which includes the ability to work with Ethernet, Token Ring, and WAN technologies. In addition, each geographic region maintains an assortment of cable scanners for testing a variety of cable types depending on the customer's configuration. Each engineer is equipped with a laptop that enables them to obtain the latest driver fixes and patch updates via the Internet to help the customer resolve any out-of-date hardware or software dependent situations without having to leave the work site.

Our engineers are experts in isolating and resolving network problems. We have the ability, with our cable scanners, to work with various types of network infrastructure that includes: Ethernet Cat 3 and Cat 5 utilized in both 10Base-T and 100Base-T networks, as well as IBM types 1, 2, and 3.

# Problem Identification and Correction

Whether through remote or on-site trouble shooting (and the type of service contract in place), GECITS will provide the problem identification and correction activities described in Table G4-1.

**Table G4-1. Problem Identification and Correction Activities**

| *Problem Identification* | *Problem Correction* |
|---|---|
| User problem report | Over the telephone troubleshooting for quick diagnosis and resolution of common user problems |
| Network fault notification | Perform remote or on-site diagnostics and resolution |
| Corrupt system or data files | Monitor data and system backup and recovery process |
| Out-of-date software | Remote installation of software patches and upgrades |
| Out-of-date device drivers | Install latest driver fixes |
| Bottleneck or traffic flow problems | Network performance tuning and bandwidth allocation |
| Hardware or software problem under warrantee or third-party maintenance contract | Coordinate resolution through third-party service center or field service engineer. |
| Hardware failure | Repair or replace hardware |
| Software failure | Reinstall software on network servers, routers, and switches |
| On-site problem that cannot be resolved remotely | Dispatch on-site field service engineer |

To facilitate management of customer network services, GECITS can provide monthly troubleshooting reports that include information such as:

- Up or down status of IP addressable devices
- SNMP network management reports
- Historical reporting on problems by device or segment
- Trend analysis on historical data

- Network router events
- Trouble ticket statistics by type and resolution time

GECITS is positioned to meet the challenges of remote and on-site troubleshooting because of our strong relationships with vendors, our experienced and talented personnel, and our constant effort to deliver quality service to our customers.

# I4. Warranty Services

**The supplier must provide a narrative description of the services proposed to support manufacturer warranties and guarantees for products sold under this contract. The supplier warrants that they will act as the single point-of-contact to customer agencies acquiring software/hardware installation. These services must include, at a minimum:**

- **How the supplier will provide statewide warranty service**
- **If subcontractors will be used, the supplier must:**
  - **Name these subcontractors**
  - **Provide a brief business profile for each subcontractor**
  - **Identify the products areas they will service**
  - **Describe the reporting relationship**
- **The response times for on-site warranty service when applicable**
- **How calls will be handled - it is desirable for the customer to call only one number for warranty service**
- **Replacement equipment - it is desirable that the supplier offers replacement equipment in the event that equipment cannot be repaired within eight business hours.**

*GECITS' warranty services will benefit the State by providing maximum equipment uptime.*

In this section, GECITS provides a narrative response that describes our warranty services. To describe our warranty services, and address the requirements specified in RFP Section VI, Requirement 14 above, we have organized our response according to the following headings:

- Introduction
- How we will Provide Statewide Warranty Service
- Subcontractors

- On-Site Warranty Service Response Times
- How Calls will be Handled
- Replacement Equipment and Parts

## Introduction

GECITS is recognized as one of the top providers of PC-related services. To maintain this position, GECITS has perfected its capacity to provide a full range of product support and engineering services while maintaining the flexibility to provide creative solutions for our customers. With this in mind, GECITS continually evolves its call management systems to better assist our customers in successfully managing, supporting, and maintaining their PC's and networks.

On-site warranty service is a significant portion of our dispatchable technology services. We work with each customer to design the right level of warranty support for all categories of technology purchases from high-end servers, intelligent hubs, and routers, to PC's, workstations, and remote and mobile computing products.

In the following subsections, we describe how GECITS will provide statewide warranty service.

## How we will Provide Statewide Warranty Service

We have organized our discussion as to how we will provide statewide warranty service as follows:

- Goals and Objectives
- GECITS Warranty Service Authorizations
- Statewide Warranty Service Delivery Concept – GECITS Intellicenter
- Service Tracking System (Dispatch One)

In order to structure our response according to the RFP requirements, we discuss the other items that are key to providing statewide warranty service (subcontractors, response times, a description of how calls will be handled, and replacement equipment) later in this section.

## Goals and Objectives

To meet the State Store requirements related to supporting the PC hardware products sold under this contract, GECITS will deliver the following:

- Perform warranty support services that maximize equipment up-time and the resulting productivity of the end-user
- Provide a Technician Call Management System (Dispatch One) via GECITS' Intellicenter to place and track incoming trouble calls
- Perform warranty support services within the contractual service level parameters of Original Equipment Manufacturer (OEM) specifications
- Provide competent technical services personnel at the appropriate time(s) and location(s)
- As part of our State Store quality assurance program as described in the section entitled, "Customer Service," measure and report all necessary data points that correlate to our stated objectives and service levels
- Achieve superior customer satisfaction ratings through the utilization of **GECITS' standard** quality principles, as part of our State Store quality assurance program, and report those results to the appropriate personnel within the State of California
- **As** part of our State Store quality assurance program, set-up and implement a continuous improvement process that encourages direct and efficient feedback between the appropriate business teams representing GECITS and the State of California

## GECITS Warranty Service Authorizations

GECITS will honor all manufactures' warranties and guarantees on all products sold though the State Store. On products for which the manufacturers offer on-site warranty, GECITS or one of our subcontractors will provide such on-site warranty, throughout the entire State of California, irrespective of the location.

If a manufacturer offers "free" warranty services that are in addition to the typical one-year on-site warranty, GECITS will offer the same services "free of charge" to the State. If a manufacturer retains exclusive rights to repair their equipment during the warranty period, GECITS will provide a letter from the manufacturer stating the service is available from the manufacturer through GECITS or the OEM, or one of our subcontractors.

GECITS technicians (customer engineers) will provide on-site warranty service within 70 miles of GECITS service locations. For customers outside our existing service locations radius, service requests will be escalated to a Third Party Maintainer (TPM), subcontractor, or an OEM resource.

The following OEM's retain exclusive rights to repair their own equipment:

- IBM - UNIX product only
- Hewlett Packard – UNIX product only
- Compaq (DEC) – UNIX product only
- SUN Microsystems – UNIX product only
- Tektronix
- Cisco

## Statewide Warranty Service Delivery Concept - GECITS Intellicenter

GECITS proposes to centrally manage and support State Store warranty service through the GECITS Intellicenter National Support Center. GECITS will provide customers with one toll-free 800 number into the center that will support the State Store contract. All support calls will be processed through this line.

With this centralized approach, GECITS will achieve the highest degree *Of:*

- Call ownership
- Timely response
- Service quality

In addition to this base of technical services management, GECITS has customer engineers located across the state to support on-site warranty, as well as on-going maintenance requests. Also, GECITS has access to over 500 other technicians located across the state through our national relationships with OEMs, USNet, and other Third Party warranty service providers. All of these resources are dispatched and tracked by the GECITS Intellicenter.

Calls into the GECITS Intellicenter can be routed directly to dispatch, or the incoming call can be (alternately) routed to a technical support employee for "triage" diagnosis.

In all situations, a centralized database will be used to track the incoming calls, repair tickets, labor used, parts used, calls outstanding, required response times, call status, etc. This database will be tied into our national dispatch system, Dispatch One.

## Service Tracking Svstem (Dispatch One)

Dispatch One is a comprehensive service software package with integrated modules including finance, work order tracking, parts tracking, and technician utilization. Product serial numbers are an integral part of this warranty tracking system. Product that is purchased from GECITS is automatically entered into the system. Information such as customer name, address, phone number, date purchased, equipment type, model, serial number, and manufacturer warranty plan is all maintained within Dispatch One.

Dispatch One is a full-featured relational database system with remote customer accessibility. This feature allows customers to monitor all of their warranty and non-warranty maintenance activity including equipment repair history. Customers can easily access the system by calling in and asking for status on an individual work order, or across an account.

Within this structure, GECITS will coordinate the support personnel and processes necessary to meet the service levels required by the State of California.

When a customer requests service from GECITS on equipment purchased from GECITS, and when they provide the equipment serial number, Dispatch One indicates the manufacturer warranty requirements. GECITS, through Dispatch One, will verify entitlement with the manufacturer and perform the appropriate work. If the equipment was not purchased from GECITS, the customer may be required to provide a proof of purchase in order to receive warranty coverage. Warranty entitlement tracking systems from Compaq, IBM, Dell, Gateway, Hewlett Packard, and Toshiba augment the Dispatch One system.

The advantage in utilizing this call routing methodology is that those calls that are clearly hardware related can be routed directly into our dispatch center (and quickly dispatched for a timely on-site response). Those calls that are not clearly hardware related could be handled initially by a technical support employee who, most times, can solve the issue over the phone.

This will save the State of California downtime (and potential opportunity costs), as well as the per-call costs that may accrue in a no problem found scenario.

From this powerful information tool, GECITS then produces a variety of internal and external management reports. We review these reports and analyze the information obtain from them against all required service performance thresholds. Appropriate management action is taken as needed based on the results.

The summary reports include, but are not limited to, the following information for each service ticket occurrence:

- Date and time reported
- Date and time of technician arrival
- Date and time restored to full operation
- warranty status
- Service provided (actual repair/adjustment procedures performed)
- Location
- Job number
- Device name and device identification number
- Serial number
- Asset number (if applicable)
- Problem description
- Parts used
- Agency (customer) name
- OEM/TPM Call/Open/Close/Parts-Used Information

## Subcon tractors

In order for GECITS to be responsive to the service needs of State Store customers throughout the State, it will be essential that we periodically enhance our geographic and equipment coverage in certain areas and unique business situations. This is an ongoing process of both expanding and training GECITS' service organization, while utilizing the resources of competent third-party providers as appropriate.

The following is a partial list of service resources with whom GECITS has, or may pursue, a formal relationship for executing business. This list of recommended service providers may be amended from time to time and was not intended to include smaller local providers utilized for specialty services.

- USNet
- OEMs dispatched, as applicable, due to geography or exclusive manufacturer warranty repair rights:
  - Compaq (formerly Digital Equipment Corporation)
  - HP

In the following subsections, we discuss the subcontractors identified above. GECTIS may use other OEMs, if necessary, to meet the service level requirements identified in the RFP. No single subcontractor identified above will be doing more than 10% of the work related to the State Store contract.

### USNet

#### Business Profile

USNet is a nationwide multi-vendor service provider, dedicated to fulfilling technology-based needs anywhere in the United States.

USNet was conceived in 1986 by a group of service professionals active in the on-site maintenance industry since the early '70s. Their mission at that time was to provide nationwide maintenance and installation services to OEMs, integrators, and resellers, and their specialty was providing on-site service in remote locations.

Today, USNet has evolved into one of the premiere multi-vendor service providers in North America. They still do on-site hardware maintenance, still offer excellent coverage in remote locations, and will cover any U.S. zip code that can be reached by car (and many that cannot).

USNet is a woman-owned company and operates nationwide through a network of affiliated independent service providers. Throughout their growth, they have retained a small company attitude and an ability to turn on a dime to accommodate the needs of their customers, both large and small. They work effectively with some of the largest companies in the world, filling in any gaps and providing private label service.

If they can drive there, they can service, install or upgrade it! And if they cannot get there by car, they will find a way. USNet has sourced for, qualified, and contracted with the best independent service companies in the country to give the widest geographic coverage in the industry.

Table 14-l identifies the areas that USNet services in California.

**Table 14-l. USNet California Locations**

| **204** SERVICE LOCATIONS WITHIN THE STATE OF CALIFORNIA | |
|---|---|
| 4. | Anaheim, CA 92808 |
| 5. | Arcadia, CA 91006 |
| 6. | Aromas, CA 95004 |
| 7. | Azusa, CA 91702 |
| 8. | Atascadero, CA 93422 |
| 9. | Avalon, CA 90704 |
| 10. | Avenal, CA 93204 |
| 11. | Bakersfield, CA 93301 |
| 12. | Bakersfield, CA 93308 |
| 13. | Bakersfield, CA 93301 |
| 14. | Bakersfield, CA 93304 |
| 15. | Bakersfield, CA 93309 |
| 16. | Banning, CA 92220 |

| | |
|---|---|
| 17. | Barstow, CA 92311 |
| 18. | Barstow, CA 92311 |
| 19. | Berkeley, CA 94707 |
| 20. | Bishop, CA 93514 |
| 21. | Bishop, CA 93514 |
| 22. | Blythe, CA 92225 |
| 23. | Bonita, CA 91902 |
| 24. | Brea, CA 92821 |
| 25. | Burbank, CA 91502 |
| 26. | Burney, CA 96013 |
| 27. | Calexico, CA 92231 |
| 28. | California City, CA 93505 |
| 29. | Cameron Park, CA 95682 |
| 30. | Canoga Park, CA 91306 |
| 31. | Ceres, CA 95307 |
| 32. | Chatsworth, CA 91311 |
| 33. | Chico, CA 95926 |
| 34. | Chico, CA 95928 |
| 35. | City Of Industry, CA 91744 |
| 36. | Clearlake, CA 95422 |
| 37. | Clovis, CA 93612 |
| 38. | Coalinga, CA 93210 |
| 39. | Coalinga, CA 93210 |
| 40. | Colton, CA 92324 |
| 41. | Concord, CA 94520 |
| 42. | Corona, CA 91720 |
| 43. | Costa Mesa, CA 92626 |

| | |
|---|---|
| 44. | Crescent City, CA 95531 |
| 45. | Diamond Bar, CA 91765 |
| 46. | Dublin, CA 94568 |
| 47. | East Highland, CA 92346 |
| 48. | El Centro, CA 92243 |
| 49. | El Centro, CA 92243 |
| 50. | El Centro, CA 92243 |
| 51. | El Granada, [illegible] 9018 |
| 52. | Emery[illegible], CA 94608 |
| 53. | [illegible] A 94608 |
| 54. | Escondido, CA 92029 |
| 55. | Eureka, CA 95501 |
| 56. | Eureka, CA 95501 |
| 57. | Foresthill, CA 95631 |
| 58. | Fort Bragg, CA 95437 |
| 59. | Fortuna, CA 95540 |
| 60. | Fountain Valley, CA 92708 |
| 61. | Fremont, CA 94538 |
| 62. | Fresno, CA 93727 |
| 63. | Fresno, CA 93710 |
| 64. | Fresno, CA 93727 |
| 65. | Fullerton, CA 92831 |
| 66. | Fullerton, CA 92831 |
| 67. | Garden Grove, CA 92841 |
| 68. | Garden Grove, CA 92841 |
| 69. | Gardena, CA 90248 |
| 70. | Glendale, CA 91201 |

| | |
|---|---|
| 71. | Glendale, CA 91201 |
| 72. | Grass Valley, CA 95945 |
| 73. | Hayward, CA 94545 |
| 74. | Hayward, CA 94544 |
| 75. | Huntington Bch, CA 92649 |
| 76. | Indio, CA 92201 |
| 77. | Irvine, CA 92618 |
| 78. | Irvine, CA 92614 |
| 79. | Irvine, CA 92614 |
| 80. | Jackson, CA 95642 |
| 81. | Janesville, CA 96114 |
| 82. | Kelseyville, CA 95451 |
| 83. | Kelseyville, CA 95451 |
| 84. | La Crescenta, CA 91214 |
| 85. | Lancaster, CA 93534 |
| 86. | Lancaster, CA 93535 |
| 87. | Livermore, CA 94550 |
| 88. | Lompoc, CA 93436 |
| 89. | Long Beach, CA 90807 |
| 90. | Long Beach, CA 90814 |
| 91. | Los Alamitos, CA 90720 |
| 92. | Los Angeles, CA 90035 |
| 93. | Los Angeles, CA 90004 |
| 94. | Los Angeles, CA 90010 |
| 95. | Los Banos, CA 93635 |
| 96. | Madera, CA 93638 |
| 97. | Mammoth Lakes, CA 93546 |

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| 98. | Merced, CA 95340 |
| 99. | Merced, CA 95340 |
| 100. | Modesto, CA 95350 |
| 101. | Montebello, CA 90640 |
| 102. | Monterey, CA 93940 |
| 103. | N. Hollywood, CA 91602-1803 |
| 104. | Nevada City, CA 95959 |
| 105. | Newport Beach, CA 92660 |
| 106. | North Highlands, CA 95660 |
| 107. | Norwalk, CA 90650 |
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| 109. | Novato, CA 94949 |
| 110. | Nuevo, CA 92567 |
| 111. | Oakland, CA 94608 |
| 112. | Ocean Beach, CA 92107 |
| 113. | Oceanside, CA 92054 |
| 114. | Oceanside, CA 92054 |
| 115. | Orange, CA 92867 |
| 116. | Orange, CA 92869 |
| 117. | Orange, CA 92867 |
| 118. | Orange, CA 92869 |
| 119. | Oroville, CA 95966 |
| 120. | Palm Desert, CA 92211 |
| 121. | Palm Springs, CA 92263 |
| 122. | Palmdale, CA 93550 |
| 123. | Paradise, CA 95969 |
| 124. | Paradise, CA 95969 |

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| 125. | Paramount, CA 90723 |
| 126. | Paramount, CA 90723 |
| 127. | Pasadena, CA 91107 |
| 128. | Petaluma, CA 94952 |
| 129. | Petaluma, CA 94954 |
| 130. | Placerville, CA 95667 |
| 131. | Pleasanton, CA 94566 |
| 132. | Pomona, CA 91767-4550 |
| 133. | Porterville, CA 93257 |
| 134. | Quail Valley, CA 92587 |
| 135. | Quincy, CA 95971 |
| 136. | Rancho Cordova, CA 95742 |
| 137. | Rancho Dominguez, CA 90221 |
| 138. | Rancho Santa Maria, CA 92688 |
| 139. | Redding, CA 96003 |
| 140. | Redding, CA 96001 |
| 141. | Redlands, CA 92374 |
| 142. | Redondo Beach, CA 90277 |
| 143. | Rialto, CA 92376 |
| 144. | Ridgecrest, CA 93555 |
| 145. | Ridgecrest, CA 93555 |
| 146. | Ridgecrest, CA 93555 |
| 147. | Riverside, CA 92505 |
| 148. | Rocklin, CA 95677 |
| 149. | Sacramento, CA 95816 |
| 150. | Sacramento, CA 95834 |
| 151. | Sacramento, CA 95825 |

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| 152. | Sacramento, CA 95833 |
| 153. | Sacramento, CA 95825 |
| 154. | Sacramento, CA 95821 |
| 155. | Sacramento, CA 95827 |
| 156. | Sacramento, CA 95481 |
| 157. | Salinas, CA 93901 |
| 158. | Salinas, CA 93905 |
| 159. | Salinas, CA 93901 |
| 160. | San Bernardino, CA 92408 |
| 161. | San Carlos, CA 94070 |
| 162. | San Diego, CA 92123 |
| 163. | San Diego, CA 92115 |
| 164. | San Diego, CA 92110 |
| 165. | San Diego, CA 92104 |
| 166. | San Diego, CA 92115 |
| 167. | San Diego, CA 92116 |
| 168. | San Diego, CA 92130 |
| 169. | San Diego, CA 92127 |
| 170. | San Fernando, CA 91340 |
| 171. | San Francisco, CA 94103 |
| 172. | San Francisco, CA 94109 |
| 173. | San Francisco, CA 94105 |
| 174. | San Francisco, CA 94080 |
| 175. | Sonora, CA 95370 |
| 176. | South El Monte, CA 91733 |
| 177. | South Lake Tahoe, CA 96150 |
| 178. | South San Franc, CA 94080 |

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| 179. | Stockton, CA 95207 |
| 180. | Susanville, CA 96130 |
| 181. | Tahoma, CA 96142 |
| 182. | Torrance, CA 90502 |
| 183. | Trabuco Canyon, CA 92679 |
| 184. | Tracy, CA |
| 185. | Tujunga, CA 91042 |
| 186. | Turlock, CA 95380 |
| 187. | Tustin, CA 92780 |
| 188. | Ukiah, CA 95482 |
| 189. | Union City, CA 94587 |
| 190. | Ventura, CA 93003 |
| 191. | Victorville, CA 92392 |
| 192. | Victorville, CA 92392 |
| 193. | W. Covina, CA 91792 |
| 194. | W. Hollywood, CA 90069 |
| 195. | W. Sacramento, CA 95691 |
| 196. | Warner Springs, CA 92086 |
| 197. | Watsonville, CA 95076 |
| 198. | Wofford Heights, CA 93280 |
| 199. | Yorba Linda, CA 92887 |
| 200. | Yorba Linda, CA 92886 |
| 201. | Yreka, CA 96097 |
| 202. | Yreka, CA 96097 |
| 203. | Yuba City, CA 95993 |
| 204. | Yucaipa, CA 92399 |

USNet service programs include:

- Full service custom quotes
- Per incident
- Break/fix and IMAC
- Per unit shipment installation
- Time and material
- Network support

USNet starts with customers needs, large or small. It can be as simple as hourly "as needed" service, or as involved as a 24x7 full service contract on a full-blown network installation.

USNet's Vendor Evaluation Program ensures that each project is handled in a professional manner, in accordance with the set parameters. Their technicians are continually evaluated in several categories such as technical skill, response time, and prompt reporting. Only those who demonstrate exceptional performance are USNet material.

The utilization of local technicians provides many benefits. The results are shorter response times, less costly calls, and end users who are reassured by the presence of a local technician.

### *Products Supported*

The products that USNet supports includes the following:

- PC's, printers, workstations, and terminals
- UNIX systems
- LANs and WANs
- Modems/multiplexer-s
- Bridges/routers/hubs
- RAID and optical storage units

### *Reporting Relationship*

Although GECITS has a national agreement with USNet to provide warranty services, Service (Warranty) Administrator Roc Elias (who we identify in the section entitled, "Supplier Organization and Staffing,") will manage the relationship between GECITS and USNet at the local level. Our contact for USNet service in California is Pat Swafford.

## Compaq (formally Digital Equipment Corporation)

### *Business Profile*

Founded in 1957 as a computer designer and manufacturer, Compaq is now a leader in open, multivendor systems integration and maintenance. The company does business in more than 100 countries in the Americas, Europe, and Asia/Pacific.

Compaq is involved in the service business with a mission of providing Multivendor Customer Service (MCS) for its clients and in conjunction with its strategic alliance partners where applicable.

Compaq service programs include:

- Full service custom quotes
- Per incident
- Break/fix and IMAC
- Per unit shipment installation
- Time and material
- Network support
- Help desk support

Compaq maintains 450 service locations in 100 countries, Over 18,000 service professionals, including 2,500 MCSEs and 1,000 field support personnel, support customers in and around these locations.

### *Products Supported*

Compaq offers a wide range of multivendor services throughout the U.S., including desktop services, (break/fix, installation/de-installation, moves, adds, and changes), network and systems integration services, technical software support, laptop depot repair, and other specialty services.

Compaq will provide both parts and labor, and can provide service on most types of equipment whether from a major manufacturer or clone manufacturer. On some equipment, Compaq is either an authorized warranty provider, or may be granted warranty authorization through a boutique/agent relationship.

The products that Compaq supports include the following:

- PC's, printers, workstations, and terminals
- UNIX systems
- LANs and WANs
- Modems/multiplexers
- Bridges/routers/hubs
- RAID and optical storage units

### *Reporting Relationship*

Although GECITS has a national agreement with Compaq to provide warranty services, Service (Warranty) Administrator Rod Elias will manage the relationship between GECITS and Compaq at the local level. Our contact for Compaq service in California is Harry Reynolds.

## Hewlett-Packard Company (HP)

### *Business Profile*

HP offers a wide range of multivendor services throughout the world.

Included are desktop services, (break/fix, installation/de-installation, moves, adds, changes) network and systems integration services, technical software support, and other specialty services.

HP will provide both parts and labor and can provide service on most types of equipment from a major manufacturer or clone manufacturer. On some equipment, HP is either an authorized warranty provider or may be granted warranty authorization through a boutique/agent relationship. HP has 17,500 field support personnel as well as thirty-five 24/7 World Wide response centers.

Service and support is a cornerstone of HP's success. HP's business strategy is to help customers manage the expanding complexity of their multivendor computing environments by providing worldwide servjce and support in the client/server-computing arena. This includes leadership in providing service and support for mixed UNIX systems, Microsoft Windows/NT, and Novell NetWare environments.

HP maintains over 350 service locations in 110 countries, and employs over 17,500 service professionals. Please note that HP provides warranty service on HP and Cisco products only.

HP service programs include:

- Full service custom quotes
- Per incident
- Break/fix and IMAC
- Per unit shipment installation
- Time and material
- Network support
- Software support
- Help desk services

### *Products Supported*

HP supports the following products:

- PC servers and clients
- Printers and workstations
- UNIX systems
- LANs and WANs
- Modems/multiplexers
- Bridges/routers/hubs
- RAID and optical storage units

### *Reporting Relationship*

Although GECITS has a national agreement with HP to provide warranty services, Service (Warranty) Administrator Rod Elias will manage the relationship between GECITS and HP at the local level. Our contact for HP service in California is Louise Meyerfeld.

## *Response Times*

A basic manufacturer's warranty is designed to protect a customer against a product defect. It is not designed to protect against downtime and its negative impact on a customer's business. The manufacturer provides the warranty to the customer as part of the purchase price of the product. Warranty terms regarding parts, labor, and response times are set by the individual manufacturer and vary significantly. All warranty repairs are funded completely by the manufacturer within strictly enforced expense guidelines.

Most manufacturer basic warranty response time is "best effort" within 48 hours for an on-site diagnostic call. Parts are then ordered and usually received the next day following the order.

Response times will vary depending on whether the equipment is serviced by GECITS locations or by subcontractor/OEM locations.

### GECITS Serviced Locations

At a minimum, manufacturer warranty maintenance coverage will start at 8:00 a.m. and extend to 5:00 p.m.,, Monday through Friday, excluding all State holidays.

GECITS staff (typically the location service administrator who is responsible for the specific geographic area in which the equipment is located) shall notify the site contact of the expected arrival time of the technician within two working hours of the initial trouble call.

Response time, defined as the time interval between the problem call by the customer and the on-site arrival of the technician, shall not exceed eight working hours.

Upon arrival, equipment will be restored to full operating service by either repair or replacement within 24 working hours at no additional cost to the State.

GECITS will provide manufacturer warranty service Monday through Friday, 8:00 a.m. – 5:00 p.m. For State of California customers, the GECITS Intellicenter is open to receive a request for service (to open a

work order) on a 24x7 basis. Under this scenario, the technician's response would occur within the time required the same day or on the next business day.

**Subcontractor/OEM Service Locations**

At a minimum, manufacturer warranty maintenance coverage will start at 8:00 a.m. and extend to 5:00 p.m., Monday through Friday, excluding all State holidays.

GECITS staff or subcontractor staff shall notify the site contact of the expected arrival time of the service technician within four working hours of the initial trouble call.

Response time, defined as the time interval between the problem call by the customer and the on-site arrival of the technician, shall not exceed 16 working hours in all service locations.

Upon arrival, equipment will be restored to full operating service by either repair or replacement within 32 working hours at no additional cost to the State.

## *How Calls will be Handled*

GECITS Intellicenter National Support Center service technicians will receive and screen all incoming service calls. Customers will be able to call one toll-free 800 number for service.

When a call comes in, the technicians will perform a first-level analysis in an attempt to diagnose the problem. This is done at no charge to the customer. GECITS technicians are trained to troubleshoot the equipment sold through the State Store contract. They are trained in operation error, software conflicts, configuration conflicts, memory management, and general computer and networking operations. The technicians will provide whatever assistance is requested by the end user to resolve issues in accordance with manufacturer warranties.

If the problem cannot immediately be resolved, a determination is made whether to escalate for further evaluation or to dispatch a technician. The advantage in utilizing this approach is that those calls that are clearly not hardware can be routed to a second level service technician in the GECITS Intellicenter who can often solve the issue over the phone, thus saving the State downtime. Those calls that are clearly hardware-related can be routed directly to the GECITS State Store facility, and in turn, a technician dispatched for a timely response.

If the issue is a software problem, our second level service technicians will attempt to resolve the situation. They will provide consultation for the reload or reinstallation of software. They will make every attempt to resolve the problem and/or provide advice or consultation to the customer

for a workaround if it is desired. If necessary, the call will be routed back to GECITS State Store customer engineers in an effort to localize the problem and provide required disks and documentation. The call will be referred to the manufacturer software hotline only as a last resort.

If it is determined that hardware repair is needed, the product serial number is tracked to determine the level of support required. All hardware warranty and maintenance options are tracked by serial number through GECITS' Dispatch One system. Dispatch One will track all calls to identify proper parts requirements and response times. Response time requirements are entered into the system by serial number and customer number. The product requiring service, the location of the affected equipment, and the required response time will determine dispatch location. As previously discussed, technicians may be provided by GECITS, USNet, or an OEM.

A technician will arrive on-site (if the manufacturers warranty includes onsite or an upgrade to onsite warranty has been purchased) within the required response time and repair the product. In some instances, GECITS may facilitate the rapid shipment of an "end-user installable" replacement component.

If for any reason the product is not repaired in the initial visit, GECITS will work with the end user to arrive at a satisfactory solution.

## *Replacement Equipment and Parts*

GECITS will attempt to provide State Store customers with equivalents or loaner equipment in the rare occasion that their equipment cannot be repaired, and/or parts replaced, within eight hours.

It is our policy to provide customers with "like for like" replacement parts. GECITS will not knowingly replace any part (in or out of warranty) with a non-identical part, unless specifically requested by the customer.

GECITS' National Parts Center is located in Minneapolis, Minnesota. This facility has more than $5 million in service parts available, with an additional $5 million stocked at either customer facilities or our branch locations.

When a technician is assigned to a call, he/she requests replacement parts through the National Parts Center via our Dispatch One system. For State Store customer locations, the part will be identified by the Dispatch One system and allocated from local inventory established to support State Store customers. When required, parts can be allocated from other regional inventories. In any case, if the part is not available locally, the part will be pulled from the National Parts Center and drop-shipped to the State Store customer site.

If the part is not available in the National Parts Center inventory, a number of options are still available:

- GECITS will acquire parts directly from the manufacturers
- We will source parts from third-party service organizations that are authorized to supply parts
- If the part cannot be obtained through those sources, GECITS has the ability, in an extreme emergency, to pull from finished goods in inventory to satisfy an isolated need

All parts deliveries will be provided by the fastest possible means to meet response times. Through local and regional inventories, GECITS will provide the required part(s) to the dispatched technician or, if necessary, will use a local courier service. Through regional and national inventories, GECITS will use airfreight for overnight arrival.

In all cases, GECITS service repair parts carry the balance of the manufacturer warranty. GECITS service uses repair parts that ensure the acceptance of manufacturer service of the product. This ensures our customers that if they utilize the manufacturer (OEM) for service, the OEM will cover all of these replacement parts.

GECITS has as a corporate goal to fulfill 85% of all parts requests from our locally held $5 million parts stock. Of the remaining 15%, GECITS has direct order (cross-ship) capabilities to fulfill over 97% of all parts requests within one business day.

# K4. On-Site Engineering Services

**In responding to the RFP, the supplier must provide a narrative response describing on-site engineering services. Resumes, if requested by a potential or customer agency, must be provided after contract execution. These services must offer engineers experienced to fulfill the requirements listed below. These services must include, at a minimum:**

**Svstem Engineer (SE): must have at least 24 months experience within the last 36 months. Experience must include, at a minimum, the following:**

- **Must have experience in the development of systems or associated operational experience**
- **Must have experience in integration of internal server CPU hardware components**
- **Must have experience in diagnosing failures, correcting problems, and providing network support services**
- **Duty statements shall include, at a minimum, the following: Under general direction, developing and maintaining data processing applications that meet customer business needs. Coding, testing, and implementing computer programs in developmental and maintenance modes. Defining system requirements and priorities with customers and ensuring that daily needs are met. Developing system and programming specifications. Designing data processing solutions based on business needs and technical considerations. Researching and resolving application production problems. Monitoring application performance and performing mn time improvement functions.**

**Senior/Advanced System Engineer: must have at least 48 months experience within the last 60 months. Experience must include, at a minimum, the following:**

- **Must have experience in all of the duties of an On-Site System Engineer**
- **Must have experience in correcting problems and providing expert network support services**
- **Must have at least two years experience as overall technical lead for development, operations, testing, integration, or fielding of complex systems**